



A UtiliCorp United Company

September 30, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communication Commission
445 - 12th Street, SW
Washington, DC 20554

Irene M. Flannery
Vice President - High Cost and Low Income Division
Universal Service Administrative Company
2120 L Street, NW, Suite 600
Washington, DC 20037

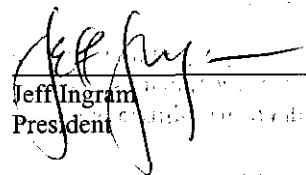
Re: CC Docket No. 96-45
High Universal Support
Annual Certification Filing

This is to certify that ExOp of Missouri Inc. will use its Universal Service High Cost Support only for the provisions, maintenance and upgrading of facilities and services for which the support is intended consistent with Section 254e.

I am authorized to make this certification on behalf of the company named above. This certification is for the study area listed below.

Company Name	State	Study Area Code
UTC of Missouri	Missouri	421957

If you have any questions regarding this information please contact Dennis Devoy Director of Business services at the number shown above.


Jeff Ingram
President

Date: 9/30/02

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Kenneth D. Cannon
4641 East Luke Road
Cazenovia, NY 13035
Phone: (315) 655-9419

October 1, 2002

RECEIVED

OCT 18 2002

Alltel
Customer Service Department
P.O. Box 300
Kittanning, PA 16201-0300

Federal Communications Commission
Office of Secretary

Ladies or Gentlemen:

I have been trying for several months to correct an erroneous bill (or to eliminate an unauthorized charge) on my Alltel billing for (315) 655-9419, Cazenovia, New York, I've written notes on return payment slips on several consecutive months bills, without any response. I have not paid the \$19.95 charge for "ILD Teleservice" (?), but it just keeps showing up again on the next invoice.

Today, I called your local billing service number and after wading through the automated directory, then waiting about 10 minutes for an operator, I was told the charge was not Alltel's (although Alltel billed the charge) and that I should contact ILD Teleservices. I objected that I have no contract with ILD, that I was not even familiar with what the "service" is. I asked if Alltel just invoiced whatever some third party directs and requested evidence of the right to make the billing. There was none. I was told I had no choice but to call ILD.

I tried ILD at 1-800-433-4518 and after waiting about **30** minutes gave up. I reasoned that I have already spent too much of my time and money trying to solve an Alltel billing matter.

I don't know who paid whom for what but I have no intention of paying the \$19.95 charge and would appreciate Alltel clearing the scam up. I certainly have not authorized any special service ILD may offer, nor have I used any ILD service, to my knowledge.

Thank you for your help.

Sincerely,



Ken Cannon

CC: Better Business Bureau, Inc.
749 Delaware Avenue
Buffalo, NY 14209

Ms. Magalie Roman Salas, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-B204
Washington, DC 20554